

APPENDIX C

to

**Response of Charter Communications, Inc. to Connect America Phase II Challenges
by Mid-Communications, Inc. and Mankato Citizens Telephone Company**

505-2

WC Docket Nos. 10-90, 14-93; DA 14-1447

	Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Type of Supporting Evidence
1	270131702001060	MN	Mankato	0003713930	M000011
2	270131702001082	MN	Mankato	0003713930	M000013
3	270131702001123	MN	Mankato	0003713930	M000011
4	270131702001126	MN	Mankato	0003713930	M000015
5	270131702001168	MN	Mankato	0003713930	M000005
6	270131702001181	MN	Mankato	0003713930	M000009
7	270131702001182	MN	Mankato	0003713930	M000019
8	270131702002000	MN	MidCom	0003713955	M000009
9	270131702002020	MN	Mankato	0003713930	M000001
10	270131703001037	MN	Mankato	0003713930	M000035
11	270131703001056	MN	Mankato	0003713930	M000015
12	270131703001059	MN	Mankato	0003713930	M000011
13	270131703001069	MN	Mankato	0003713930	M000001
14	270131703001072	MN	Mankato	0003713930	M000011
15	270131703001073	MN	Mankato	0003713930	M000001
16	270131703001078	MN	Mankato	0003713930	M000001
17	270131703001079	MN	Mankato	0003713930	M000015
18	270131703001085	MN	Mankato	0003713930	M000001
19	270131703001119	MN	Mankato	0003713930	M000011
20	270131703001123	MN	Mankato	0003713930	M000011
21	270131703001126	MN	Mankato	0003713930	M000001
22	270131703001128	MN	Mankato	0003713930	M000001
23	270131703003010	MN	Mankato	0003713930	M000001
24	270131703003014	MN	Mankato	0003713930	M000001
25	270131703003020	MN	Mankato	0003713930	M000001
26	270131703003028	MN	Mankato	0003713930	M000001
27	270131704001018	MN	Mankato	0003713930	M000015
28	270131704001019	MN	Mankato	0003713930	M000023
29	270131704001021	MN	Mankato	0003713930	M000015
30	270131704001024	MN	Mankato	0003713930	M000001
31	270131704001041	MN	Mankato	0003713930	M000001
32	270131704001043	MN	Mankato	0003713930	M000015
33	270131704003007	MN	Mankato	0003713930	M000001
34	270131705002004	MN	Mankato	0003713930	M000001
35	270131705002005	MN	Mankato	0003713930	M000001
36	270131705002042	MN	Mankato	0003713930	M000023
37	270131706002004	MN	Mankato	0003713930	M000001
38	270131707001000	MN	Mankato	0003713930	M000001
39	270131707001002	MN	Mankato	0003713930	M000015
40	270131707001011	MN	Mankato	0003713930	M000001
41	270131707001017	MN	Mankato	0003713930	M000001

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42	270131707001020	MN	Mankato	0003713930	M000001
43	270131707001022	MN	Mankato	0003713930	M000001
44	270131708002005	MN	Mankato	0003713930	M000001
45	270131708003037	MN	Mankato	0003713930	M000001
46	270131709003004	MN	Mankato	0003713930	M000001
47	270131709003017	MN	Mankato	0003713930	M000011
48	270131709003025	MN	Mankato	0003713930	M000001
49	270131713002011	MN	Mankato	0003713930	M000001
50	270131716001010	MN	Mankato	0003713930	M000007
51	271034805011006	MN	Mankato	0003713930	M000003
52	271034805011017	MN	Mankato	0003713930	M000001
53	271034805021062	MN	Mankato	0003713930	M000001
54	271034806002001	MN	Mankato	0003713930	M000001
55	271034806004000	MN	Mankato	0003713930	M000001
56	271034806004003	MN	Mankato	0003713930	M000001
57	271034806004006	MN	Mankato	0003713930	M000001



El NUEVO Trío de Charter

Más servicio. Más ahorro.

**¡SIN
Contratos!**


Sample A Sample
123 Main Street
Anytown US 12345-6789




Charter fue declarado
el Internet más rápido del país -
por PC Magazine¹

Estimado [name]:

Nos agrada ofrecerte MAS ventajas, MAS extras y un BAJO precio con el nuevo Trío de servicios de Charter. Llama hoy y llévate todo esto:

 **PaqueteTV PLUS.** Transforma cada pantalla en tu hogar con más de 100 canales **HD GRATIS**, más de 10,000 títulos On Demand y más de 1,500 en HD incluyendo películas en 3D. Además disfruta de más de 160 canales en inglés y en español con PaqueteTV PLUS.


- Pide el servicio DVR[®] para hasta 4 televisores por sólo \$19.99 al mes^{**}. Con 4 DVRs y hasta 780 horas de grabación todos en casa pueden ver lo que quieran.

 **Charter Internet[®].** El Internet⁺ más rápido del país con velocidades de hasta 30 Mbps. Diez veces más rápido que DSL, con banda ancha suficiente para que lo use toda la familia en todos sus aparatos.

Charter Internet

30 Mbps

DSL 3 Mbps

 **Charter Phone[®].** Habla todo lo que quieras sin tener que contar los minutos con llamadas ilimitadas locales y de larga distancia.

- Además sin los cargos adicionales que te cobra la compañía de teléfonos.*

¡NUEVOS precios increíbles!

PaqueteTV PLUS

desde

\$34⁹⁹
al mes*

Charter Internet

desde

\$29⁹⁹
al mes*

Charter Phone

desde

\$29⁹⁹
al mes*

*Por 12 meses con servicios combinados

Atentamente,
Tus amigos de Charter

P.D. Te ofrecemos más y con la flexibilidad de no necesitar contratos.
Llama ya al 1-XXX-XXX-XXXX y arma el paquete perfecto para ti.



Nos comprometemos a darte el
mejor servicio. Más información
acerca de nuestra garantía al cliente
en charter.com/guarantee.



¡Y mucho más! Llama al **1-XXX-XXX-XXXX** hoy mismo.

©2012 Charter Communications, Inc. La oferta vence el XX/XX/XX; válida solo para clientes residenciales que califiquen, quienes no se hayan suscrito a los servicios que apliquen dentro de los 30 días previos y que no tengan deudas con Charter. *El precio combinado es de \$94.97/al mes por un año y \$114.97/al mes el año 2; aplican tarifas estándar después de 2 años; el paquete que califica incluye PaqueteTV PLUS con servicio Charter TV Select, Internet Plus con velocidades de hasta 30 Mbps y Phone Unlimited. La oferta incluye el arriendo de un modem para Internet. Se requiere equipo de TV y es extra; Instalación, impuestos, cargos, sobrecargos y otro equipo podrían aplicar. TV: la disponibilidad de los canales depende del nivel de servicio. Se requiere un receptor Charter HD para recibir toda la programación en HD sin costo adicional; TV debe de ser apta para HD; La programación de HD podría variar. La programación de On Demand varía de acuerdo al nivel de servicio; precio, índice de audiencia y los horarios están sujetos a cambio. Para ver 3D On Demand se requiere equipo compatible; TV debe ser apta para 3D; la programación varía con el nivel de servicio. **Receptor de DVR de Charter requerido para servicio DVR. INTERNET: Las velocidades de Internet varían por domicilio; Un pequeño porcentaje recibirá velocidades más bajas que las anunciadas. PC Magazine, Septiembre del 2011; Una marca registrada de Ziff Davis, Inc.; usada bajo licencia; reimpresa con autorización; ©2011 Ziff Davis, Inc.; Todos los derechos reservados. PHONE: Los impuestos y cargos están incluidos en el precio. Phone Unlimited incluye llamadas dentro de E.E.U.U., Canadá, Puerto Rico, Guam y las Islas Vírgenes. Los servicios están sujetos a todos los términos y condiciones de servicio que apliquen, los cuales están sujetos a cambios. Servicios no disponibles en todas las áreas. Aplican restricciones. Para reducir la cantidad de correspondencia directa enviada por Charter, visita charter.com/dmoptout.



The NEW Charter Triple Play

More service. More value.


NO
Contracts!



Charter was Named
Fastest Internet in the Nation -
by PC Magazine¹

Dear [name]:

We're thrilled to introduce MORE features, FREE extras and a LOWER price with the NEW Charter Triple Play! Call today and get all this:

 **PaqueTV PLUS.** Transform every screen in your home with 100+ available **FREE HD** channels, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D. Plus, enjoy more than 160 channels in English and Spanish with PaqueTV PLUS.

- Get Charter DVR[®] service on up to 4 TVs for only \$19.99/mo^{**}.
With 4 DVR's and up to 780 hours of recording time, your whole home can watch what they want.

 **Charter Internet[®].** The Nation Fastest Internet⁺ with speeds up to 30 Mbps. Ten times faster than DSL, enough bandwidth for the whole family and all their devices.

Charter Internet	30 Mbps
DSL	3 Mbps

 **Charter Phone[®].** Talk all you want without counting minutes with unlimited local and long distance calling.

- Plus, no added fees like the phone company charges you.[†]

Amazing NEW Value!

PaqueTV PLUS
Starting at
\$34⁹⁹ mo*

Charter Internet
Starting at
\$29⁹⁹ mo*

Charter Phone
Starting at
\$29⁹⁹ mo*

*For 12 months when bundled

Sincerely,
Your friends at Charter

P.S. We're giving you more with the flexibility of no contracts.
Call 1-XXX-XXX-XXXX today and customize the bundle that's right for you.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Start saving with the New Charter Triple Play! Call **1-XXX-XXX-XXXX** today.

©2012 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$94.97/mo. yr 1 & \$114.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes PaqueTV Plus with Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem. **TV equipment required and is extra;** install extra, other equipment, taxes, fees and surcharges may apply. **TV:** Channel availability based on level of service. Lease of Charter HD receiver required to receive HD programming at no additional cost; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires compatible equipment; TV must be 3D capable; programming varies by level of service. ****Charter DVR receiver** required for DVR service. **INTERNET:** Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. [†]**PC Magazine**, 09/11; A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. **PHONE:** [†]The taxes and fees are included in the price you pay. Phone Unlimited includes calls within the U.S., Canada, Puerto Rico, Guam and the Virgin Islands. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

**NO
Contracts!**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear [name]:

We're excited to introduce MORE features, FREE extras and a LOWER price with the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, get all this:

Charter TV®

Transform every screen in your home with 100+ available **FREE HD** channels, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service on 4 TVs for only \$19.99/mo.** With 4 DVR's and up to 780 hours of recording time, your whole home can watch what they want.

Charter Internet®

The Nation's Fastest Internet† with speeds up to 30 Mbps. Ten times faster than DSL, enough bandwidth for the whole family and all its devices.



Charter Phone®

Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, NO added fees like the phone company charges you.~

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more with the flexibility of no contracts. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.



Act Now! Offer ends XX/XX/2012
Start saving with the NEW Charter Triple Play!
Call **1-XXX-XXX-XXXX** | Visit **charter.com**

Amazing NEW Value!

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos
when bundled

Turn over to see all you get! >>

More service. More value. The NEW Charter Triple Play.



Charter TV®
\$29⁹⁹ mo*

- **NEW!** 100+ available FREE HD channels with crystal-clear picture and sound
- **NEW!** Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ***NEW! DVR service on 4 TVs with up to 780 hours of storage - only \$19.99/mo.****



Charter Internet®
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill‡



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Charter was Named
Fastest Internet in the Nation -
by PC Magazine†

BONUS: NEW! Free Charter Cloud Drive® and Wire Maintenance included.



Start saving with the NEW Charter Triple Play!
Call **1-XXX-XXX-XXXX** | Visit **charter.com**

**NO
Contracts!**

©2012 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, Charter Cloud Drive, wire maintenance and EPIX online. **TV equipment required and is extra;** Install, taxes, fees, surcharges and other equipment extra. **TV:** Channel availability based on level of service. Charter HD receiver may be required to receive all HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. Apps are free with corresponding level of service. **Charter DVR receiver required for DVR service. **INTERNET:** Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. †PC Magazine, 09/11: A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus or Ultra. Charter Cloud Drive implies industry and standard security measures to protect your data, but Charter does not warrant that such data is completely secure. **PHONE:** †The taxes and fees are included in the price you pay. ‡Compared to similar packages offered by competitors in Charter markets per provider Web sites 04/23/12. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

**NO
Contracts!**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear (name):

Now is the perfect time to get your home ready for the holidays with the NEW Charter Triple Play. Now with MORE features, FREE extras and a LOWER price, starting at just \$29.99/mo each when bundled.*



Charter TV® - Enjoy more of your favorite sporting events, movies and shows with 125+ channels including local programming and your favorite networks such as ESPN, ABC Family, The Disney Channel, CNN and much more.

- Take digital networks on the go with your mobile devices.



Charter Internet® - Upload family photos, download holiday recipes, share videos and stream music with the Nation's Fastest Internet* - it's up to 10x faster than DSL.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone® - Talk all you want with family and friends this holiday season with unlimited local and long distance calling.

- PLUS, NO added fees like the phone company charges you.*

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more this holiday season with the flexibility of no contracts.
Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

**NO
Contracts!**

Hurry,
Offer good through XX/XX/XX

CALL **1-XXX-XXX-XXXX**
GO TO **charter.com**

Get Your Home Ready for the Holidays with The NEW Charter Triple Play.



Charter TV®

- **NEW!** Enjoy more of your favorite sporting events, movies and shows with 125+ channels including local programming and your favorite networks
- Take digital networks on the go with your mobile devices
- Get an easy-to-use Interactive Program Guide so you always know what's on
- You decide what your family watches with Parental Controls



Charter Internet®

- **NEW!** FREE Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance
- Bandwidth to support more devices than any other Internet provider
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Talk with your family and friends this holiday season with unlimited local and long distance calling in the U.S. Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Charter was Named
Fastest Internet in the Nation -
by PC Magazine†

BONUS: NEW! Free Charter
Cloud Drive® and Wire
Maintenance included.

The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29.99
/mo each*

NO
Contracts!

Hurry - the holidays are here!
Offer good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**
GO TO **charter.com**

©2012 Charter Communications, Inc. Offer good through **XX/XX/XX**; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, Charter Cloud Drive, wire maintenance and EPIX online. **TV equipment required and is extra;** Install, taxes, fees, surcharges and other equipment extra. **TV:** Channel availability based on level of service. Apps are free with corresponding level of service. **INTERNET:** Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. †PC Magazine, 09/11; A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. Charter Cloud Drive implies industry standard security measures to protect your data, but Charter does not warrant that such data is completely secure. **PHONE:** The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



Upgrade Your Services Today

Add Internet
and Phone
for only

\$49⁹⁸
/mo for
12 mos*

**NO
Contracts!**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear (name):

As a Charter TV customer, now is the perfect time to get your home ready for the holidays by adding fast Internet and unlimited phone at a great low price! Call today and get all this:



Charter Internet* – The Nation's Fastest Internet† with speeds up to 30 Mbps. Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance. With speeds 10x faster than DSL, it's enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* – Talk with your family and friends this holiday season with unlimited local and long distance calling in the U.S. Canada, Puerto Rico, Guam and the Virgin Islands

• PLUS, NO added fees like the phone company charges you.†

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more this holiday season with the flexibility of no contracts. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Upgrade Your
Services Today

Add Internet
and Phone
for only

\$49⁹⁸
/mo for 12 mos*

**NO
Contracts!**

Hurry,
Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO charter.com

Get Your Home Ready for the Holidays with Charter.



Charter Internet®

- **NEW!** Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance
- Bandwidth to support more devices than any other Internet provider
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles^{††}



Charter Phone®

- **NEW!** NO added fees like the phone company charges you[†]
- **NEW!** FREE 411 calls
- Talk with your family and friends this holiday season with unlimited local and long distance calling in the U.S. Canada, Puerto Rico, Guam and the Virgin Islands
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Fastest Internet in the Nation -
by PC Magazine[†]



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Upgrade Your Services Today

Add Internet and Phone for only

\$49.98
/mo for 12 mos*

NO Contracts!

Hurry - the holidays are here!
Offer good through XX/XX/XX

CALL **1-XXX-XXX-XXXX**
GO TO **charter.com**

©2012 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have no outstanding obligation to Charter. *Bundle price is \$49.98/mo. yr 1 & \$64.98/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Internet Plus with speeds up to 30 Mbps and Phone Unlimited; additional services are extra. Offer includes lease of one Internet modem and EPIX online. **INTERNET:** Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. [†]PC Magazine, 09/11; A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. ^{††}Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. **PHONE:** [‡]The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



12405 Powerscourt Drive, St. Louis, MO 63131



Your Charter Holiday Savings Card

Call now to get
your special offer!

1-800-000-0000

Offer Expires: 00/00/00

Name or Current Resident

123 Anystreet

Anytown, ST 12345-6789



Dear (name):

As a Charter TV customer, now is the perfect time to get your home ready for the holidays by adding crystal-clear TV in HD, fast Internet and unlimited phone at a great low price! Starting at just \$29.99/mo each when bundled,* get all this:



Charter TV® - Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ **FREE HD** channels available. Access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D.

• **PLUS, get Charter DVR® service on up to 4 TVs for only \$19.99/mo.** With 4 DVRs and over 780 hours of storage, your family can watch holiday favorites on their schedule.**



Charter Internet® - Upload family photos, download holiday recipes, share videos and stream music with the Nation's Fastest Internet† - it's up to 10x faster than DSL.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want with family and friends this holiday season with unlimited local and long distance calling.

• **PLUS, NO added fees like the phone company charges you.***

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more this holiday season with the flexibility of no contracts.

Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The **NEW**
Charter Triple Play

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

**NO
Contracts!**

Hurry,
Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO charter.com

101M

Turn over to see all you get! →

CHARTER M000009

Get Your Home Ready for the Holidays with the NEW Charter Triple Play.



Charter TV®

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ **FREE HD** channels available
- Access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! Get DVR service on up to 4 TVs with over 780 hours of storage - only \$19.99/mo.** - your entire family can watch holiday favorites on their schedule**



Charter Internet®

- **NEW!** Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance
- Bandwidth to support more devices than any other Internet provider
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Talk with your family and friends this holiday season with unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Charter was Named **Fastest Internet in the Nation** - by PC Magazine†

BONUS: NEW! Free Charter Cloud Drive® and Wire Maintenance included.

The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29.99
/mo each*

**NO
Contracts!**

Hurry - the holidays are here!

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO charter.com

©2012 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited; additional services are extra. Offer includes lease of one Internet modem, Charter Cloud Drive, wire maintenance and EPIX online. **TV equipment required and is extra;** Install, taxes, fees, surcharges and other equipment extra. **TV:** Channel availability based on level of service. Lease of Charter HD receiver required to receive HD programming at no additional cost; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. Must have Charter.com or Charter.net account log in to stream online programming. Apps are free with corresponding level of service. **Charter DVR receiver required for DVR service. **INTERNET:** Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. †PC Magazine, 09/11; A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. Charter Cloud Drive implies industry and standard security measures to protect your data, but Charter does not warrant that such data is completely secure. **PHONE:** The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



12405 Powerscourt Drive, St. Louis, MO 63131



Your Charter Holiday Savings Card

Call now to get
your special offer!

1-800-000-0000

Offer Expires: 00/00/00

Name or Current Resident


123 Anystreet

Anytown, ST 12345-6789




Dear (name):

As a Charter TV customer, now is the perfect time to get your home ready for the holidays by adding crystal-clear TV in HD, fast Internet and unlimited phone at a great low price! Call today and get all this:


 **Charter TV®** - Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ **FREE HD** channels available. Access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D.

• **PLUS, get Charter DVR® service on up to 4 TVs for only \$19.99/mo.** With 4 DVRs and over 780 hours of storage, your family can watch holiday favorites on their schedule.**

 **Charter Internet®** - Upload family photos, download holiday recipes, share videos and stream music with the Nation's Fastest Internet† - it's up to 10x faster than DSL.

Charter Internet 30 Mbps

DSL 3 Mbps

 **Charter Phone®** - Talk all you want with family and friends this holiday season with unlimited local and long distance calling.

• **PLUS, NO added fees like the phone company charges you.†**

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more this holiday season with the flexibility of no contracts. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

The NEW
Charter Triple Play

TV, Internet
and Phone
starting at

\$109⁹⁷
/mo for 12 mos*

NO
Contracts!

Hurry,
Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO charter.com

Turn over to see all you get! →

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CHARTER M000011

Get Your Home Ready for the Holidays with the NEW Charter Triple Play.



Charter TV®

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ **FREE HD** channels available
- Access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! Get DVR service on up to 4 TVs with over 780 hours of storage - only \$19.99/mo.** - your entire family can watch holiday favorites on their schedule**



Charter Internet®

- **NEW!** Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance
- Bandwidth to support more devices than any other Internet provider
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®

- **NEW!** NO added fees like the phone company charges you*
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12400 Powerscourt Dr, St. Louis, MO 63141

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

Here's a great way to get everything you want for your TV, Internet and Phone at an incredible price with no long-term contracts required. Starting at just \$29.99/mo each when bundled,* you get all this:



Charter TV® - Transform every screen in your home with **100+ available FREE HD channels**. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD—including movies in 3D.

- Plus, take **digital networks on the go**. With mobile apps, you can watch your favorite shows from your smartphone, tablet or other devices with 20+ apps available soon. See insert for details.



Charter Internet® - Bandwidth to support more devices than any other Internet provider with speeds up to 30 Mbps; **10x faster than DSL**.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

- **Plus, no added fees like the phone company charges you.~**

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.†† Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29.99
mo*

Charter Internet
\$29.99
mo*

Charter Phone
\$29.99
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
starting at

\$29.99
/mo each*

**No
Contracts**

Hurry,
Offer good through **XX/XX/XX**
CALL 1-XXX-XXX-XXXX
GO TO charter.com

223A

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†



- 100+ available **FREE** HD channels
- Watch On Demand instantly with over 10,000 On Demand choices, 1,500+ in HD—including movies in 3D
- Channel apps to watch TV on the go with your mobile devices



...with 20+ apps available soon

- Charter DVR® service on up to 4 TVs in your home for only \$19.99/mo**—record up to 8 shows at once and unlike satellite, you have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Don't wait for files to download like with DSL—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL



- **FREE** 411 calls
- No added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager†

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability. Wire-maintenance is included to keep your wires from becoming a big expense.



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Hurry,

Offer good through XX/XX/XX

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12405 Powerscourt Drive, St. Louis, MO 63131

Name or Current Resident

123 Anystreet

Anytown, ST 12345-6789



Dear (name):

When it comes to outstanding TV, Internet and Phone service for your home, satellite providers can't compete with Charter. Now's the time to ditch the dish and switch!

For a limited time, we're offering a special price on three great services with no long-term contracts required. From \$29.99/mo each when bundled,* get all this:



Charter TV* - Have a better viewing experience with **100+ available FREE HD channels**, watch On Demand instantly with over 10,000 On Demand choices and 1,500+ in HD-including movies in 3D.

***NEW!** The Charter App is now available as part of the Charter Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Internet* - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps-**10x faster than DSL.**

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

• Plus, NO added fees like the phone company charges you.*

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Sincerely,

Geoff Boytos

Geoff Boytos, VP of Marketing

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Contracts**

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Offer good through XX/XX/XX

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GO TO gocharter.com

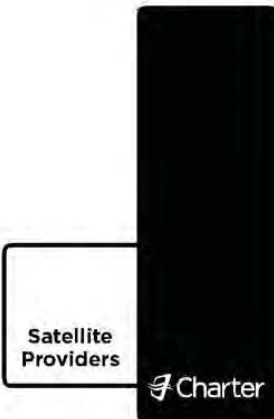
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See how Charter compares to satellite providers. Turn over →



Charter beats satellite hands down!

Switch today and get more of what
you want for less, guaranteed.[†]



	Charter	Satellite Providers
More On Demand choices-over 10,000 instant movies and shows, over 5,000 free for all customers	YES	NO
Watch On Demand instantly	YES	NO
DVR service with the ability to pause, play and rewind live TV in every room	YES	NO
Free Internet modem	YES	NO
Incredibly fast Internet	YES	NO
Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands	YES	NO
TV, Internet and Phone on one convenient bill	YES	NO
Weather-resistant reliability; 1 out of 4 satellite customers claim they have reception outages in bad weather ^{†††}	YES	NO
No expensive equipment to buy or dish to install on your home	YES	NO
2-hour appointment windows with an on-time guarantee ^{††}	YES	NO
No Contracts	YES	NO

The Charter Triple Play

TV, Internet
and Phone
from

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/mo each*

**NO
Contracts**

Hurry,
Offer good through XX/XX/XX

CALL **1-XXX-XXX-XXXX**
GO TO **gocharter.com**



Now you can watch TV anytime, anywhere

NEW The Charter App is now available

- Watch live TV anywhere in your home
- Use your mobile device as a remote
- Manage your DVR so you never miss a show



Watch TV on your schedule with Charter DVR®

- Add DVR service on up to 4 TVs in your home for \$19.99/mo**
- Record up to 8 shows at once
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Make TV more mobile

- Watch your favorite shows and networks on the go with mobile apps
- Use your tablet, smartphone or other mobile device
- Apps for over 20 digital networks available



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Contracts**

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More service. More value.

The Charter Triple Play gives you more than satellite providers.



Charter TV®

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ available **FREE** HD channels
- Instant access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Downloadable mobile apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available



Charter Internet®

- **FREE** Internet modem included
- Fast speeds up to 30 Mbps-10x faster than DSL
- Bandwidth to support more devices than other Internet providers
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



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- Includes Voicemail and 13 popular calling features
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NO
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12405 Powerscourt Drive, St. Louis, MO 63131

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



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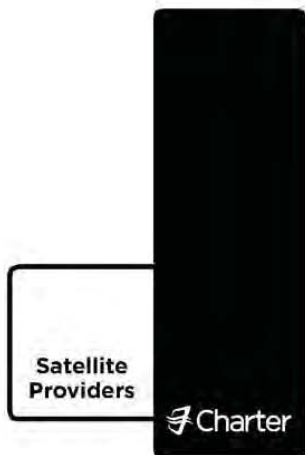
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Watch On Demand instantly	YES	NO
DVR service with the ability to pause, play and rewind live TV in every room	YES	NO
Free Internet modem	YES	NO
Incredibly fast Internet	YES	NO
Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands	YES	NO
TV, Internet and Phone on one convenient bill	YES	NO
Weather-resistant reliability; 1 out of 4 satellite customers claim they have reception outages in bad weather ^{†††}	YES	NO
No expensive equipment to buy or dish to install on your home	YES	NO
2-hour appointment windows with an on-time guarantee ^{††}	YES	NO
No Contracts	YES	NO

The Charter Triple Play

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\$29.99
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CALL 1-XXX-XXX-XXXX
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KURTIS PARENTEAU
OR CURRENT RESIDENT
APT 102
61 ABBEY MEMORIAL DR.
CHICOPEE MA 01020-1772

59

565859

We've made a change in your TV service.



Dear Kurtis Parenteau,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet* - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000023

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill‡

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1029 1 1

00000002

JOHN GOLDEN
OR CURRENT RESIDENT
2
51 HARRISON AVE
CHICOPEE MA 01020-1752

59

565859



We've made a change in your TV service.

Dear John Golden,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000025

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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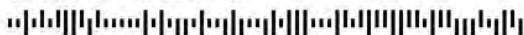
C# 1029 1 1

00000003

DANIEL DYNAN
OR CURRENT RESIDENT
FRNT
2 BROADWAY CT 565859
CHICOPEE MA 01020-2416

59

We've made a change in your TV service.



Dear Daniel Dynan,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet* - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000027

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1029 1 1

00000004

FRANCI SULLIVAN
OR CURRENT RESIDENT
14 PHILLIPA AVE 565859
CHICOPEE MA 01020-2423

59

We've made a change in your TV service.



Dear Franci Sullivan,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000029

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1029 1 1

00000005

ALEXANDER SMITH
OR CURRENT RESIDENT
93 KIRBY ST 565859
CHICOPEE MA 01020-2419

59

We've made a change in your TV service.



Dear Alexander Smith,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000031

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill‡

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1029 1 1

00000006

CURRENT RESIDENT 59
APT 2B
180 BEAUCHAMP TER
CHICOPEE MA 01020-4170 565859



We've made a change in your TV service.

Dear Neighbor,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000033

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet®
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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Important Information Enclosed

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

As a Charter TV customer, you can now add fast Internet and unlimited Phone at an incredible price. Call today and get all this:



Charter Internet® – Enjoy faster Internet with speeds up to 30 Mbps. Upload photos, stream movies, share videos and download music simultaneously without sacrificing your Internet performance. With speeds 10x faster than DSL, it's enough speed for the whole family and all their devices.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone® – Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands.

- Plus, no added fees like the phone company charges you.

And there's so much more! Call today to take advantage of this special offer.

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

**Upgrade Your
Services Today**

Add Internet
and Phone

\$49⁹⁸
/mo for 12 mos*

NO
Contracts

**Hurry,
Offer good through XX/XX/XX**

**CALL 1-XXX-XXX-XXXX
GO TO gocharter.com**

More Service. More Value. That's the Charter Difference.



Charter Internet®

- **FREE** Internet modem
- Fast speeds up to 30 Mbps-10x faster than DSL
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Spend less time waiting-download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



Charter Phone®

- **FREE** 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features
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